

CLASS SPECIFICATION
County of Fairfax, Virginia

CLASS CODE: 5349

TITLE: CODE COMPLIANCE OPERATIONS MANAGER

GRADE: S-32

DEFINITION:

Under limited direction, coordinates and manages teams of investigators and their supervisors to investigate and resolve complaints on violations of the property maintenance, zoning, noise, building, blight, fire and health codes in the County; collaborates with relevant code officials to ensure consistent alignment of processes and policies; and performs related work as required.

DISTINGUISHING CHARACTERISTICS OF THE CLASS:

This is a single position class.

ILLUSTRATIVE DUTIES:

(The illustrative duties listed in this specification are representative of the class but are not an all inclusive list. A complete list of position duties and unique physical requirements can be found in the position description.)

Oversees and manages the Department of Code Compliance's Field Operations Division;

Assigns and reviews the work of subordinate supervisory and investigatory staff and distributes workload to assure effective utilization of available staff;

Works closely, continuously and collaboratively with the Code Authority and Strategic Initiatives Manager;

Assists investigators on complicated field inspections or court problems as warranted;

Ensures that all complaints received are adequately prioritized, assigned, and investigated within prescribed response times and policies as established in collaboration with relevant code officials, and that appropriate follow up actions, documentation and resolutions are taken;

Assists investigators with criminal and civil court prosecutions and pursues legal procedures allowed to obtain compliance under applicable County codes and ordinances in collaboration with relevant code officials;

Directs and collaborates with subordinate supervisory staff to ensure that staffing and resource distribution is commensurate with workload and case complexities;

Proactively seeks out potential system constraints, works with others to remove or mitigate constraints thereby improving compliance and enforcement effectiveness and efficiencies;

Identifies enforcement issues and trends within the community, plans and implements changes in resource allocation and/or case assignment and management in order to adequately address those trends for the protection, preservation and welfare of the community;

Maintains close interaction, alignment and communication with all applicable code officials including those for whom investigative staff are serving as technical assistants;

Establishes goals, objectives, and priorities for field units;

Approves, and designs where needed, operational policies and procedures for the field units, and oversees implementation of same in collaboration with relevant code officials;

CLASS CODE: 5349

TITLE: CODE COMPLIANCE OPERATIONS MANAGER

GRADE: S-32

Page 2

Coordinates various program activities with other business areas within the Department of Code Compliance, and ensures effective interface of operations/programs with other departments, as well as with various governmental agencies at the County, State, and/or Federal level;

Provides guidance to field unit supervisors relative to performance goals and objectives, serves as initial rater in the performance reviews of field unit supervisors, and provides guidance on development needs;

Oversees supervisory staff to assure appropriate staff training and compliance with policies and procedures established in collaboration with relevant code authorities;

Ensures that operations and the work practices of all investigators comply with all applicable local, federal and state safety regulations in collaboration with relevant code officials;

Represent the Department on interagency task forces.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:

(The knowledge, skills and abilities listed in this specification are representative of the class but are not an all inclusive list.)

Knowledge of the property maintenance, zoning, noise, building, blight, fire, health and other codes within the assigned mission of the Department of Code Compliance;

Thorough knowledge of the legal processes by which violations in the County are resolved or prosecuted;

Knowledge of the principles and practices of code enforcement;

Ability to make detailed plans and procedures for the most effective use of manpower;

Ability to communicate effectively with and to promote collaborative relationships with citizens, civic and community organization groups, code officials, appropriate County agencies and government leaders;

Ability to formulate and present proposals and presentations for a variety of audiences;

Ability to effectively supervise staff in carrying out the work of the Division;

Ability to apply principles of leadership, creative problem solving, collaboration, decision making, and team building;

Ability to prepare and present concise and effective reports.

EMPLOYMENT STANDARDS:

Any combination of education, experience, and training equivalent to:

Graduation from an accredited four-year college or university in a field of study related to the enforcement of environmental, building, property maintenance, zoning or blight codes such as urban planning, biological or environmental science, engineering, construction management, law enforcement, legal studies or a related field;

PLUS,

Five years of progressively more responsible and demonstrable experience leading either zoning, property maintenance code enforcement, environmental health, law enforcement, residential or commercial construction, building permits or building code enforcement.

PLUS: Completion of, or the ability to complete within a prescribed time applicable to the code or area selected, at least one item within the following disciplines:

CLASS CODE: 5349

TITLE: CODE COMPLIANCE OPERATIONS MANAGER

GRADE: S-32

Page 3

Fire

Certification as ICC Fire Inspector I;

Building Codes

VDHCD certification in each of the four disciplines (building, electrical, plumbing and mechanical) in residential construction;

VDHCD certification in each of the four disciplines (building, electrical, plumbing and mechanical) in commercial construction;

Property Maintenance

Certification by the Virginia Department of Housing and Community Development in Property Maintenance;

Health

30 semester hours of coursework in biological or environmental sciences from an accredited four year college or university or two years of successful experience in environmental health inspections;

Zoning

Two years of zoning enforcement experience.

CERTIFICATES AND LICENSES REQUIRED:

Must have and maintain a valid Motor Vehicle Driver's License

REVISED: May 14, 2010

ESTABLISHED: May 4, 2010